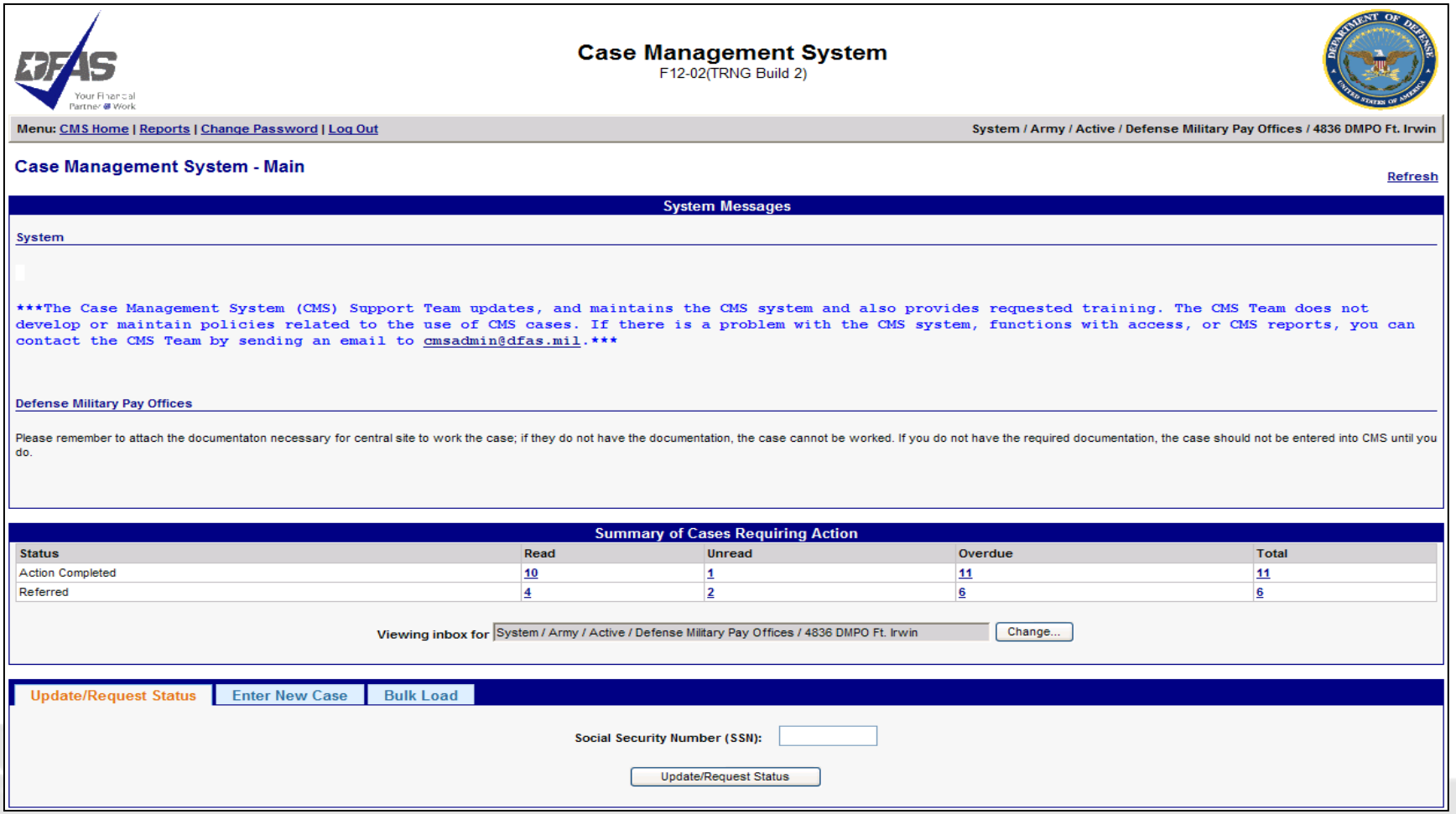
How To Update/Request Status On A Case In CMS
May 9, 2012

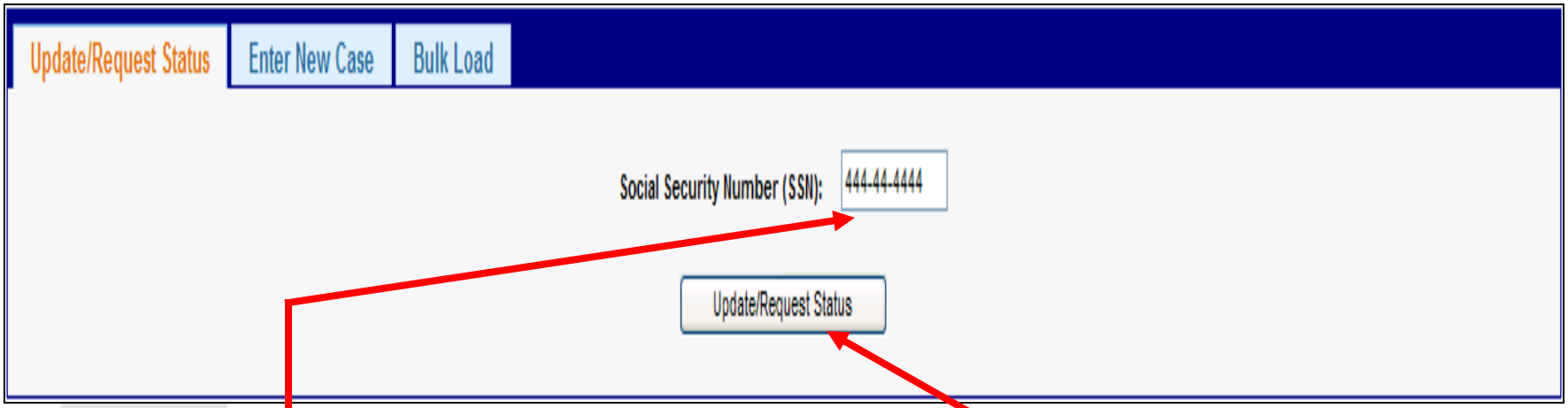
Request/Update Status

- Type the SSN of the service member
- Choose a case type
- Press “Update/Request Status”
- Note- using the “Search for a Case” portion of the home page will NOT allow you to update.

Request/Update Status



Enter SSN# and Case Type



Enter SSN# of Service Member

Click on "Update/Request Status"

List of Current Cases

Case Management System - Current Cases

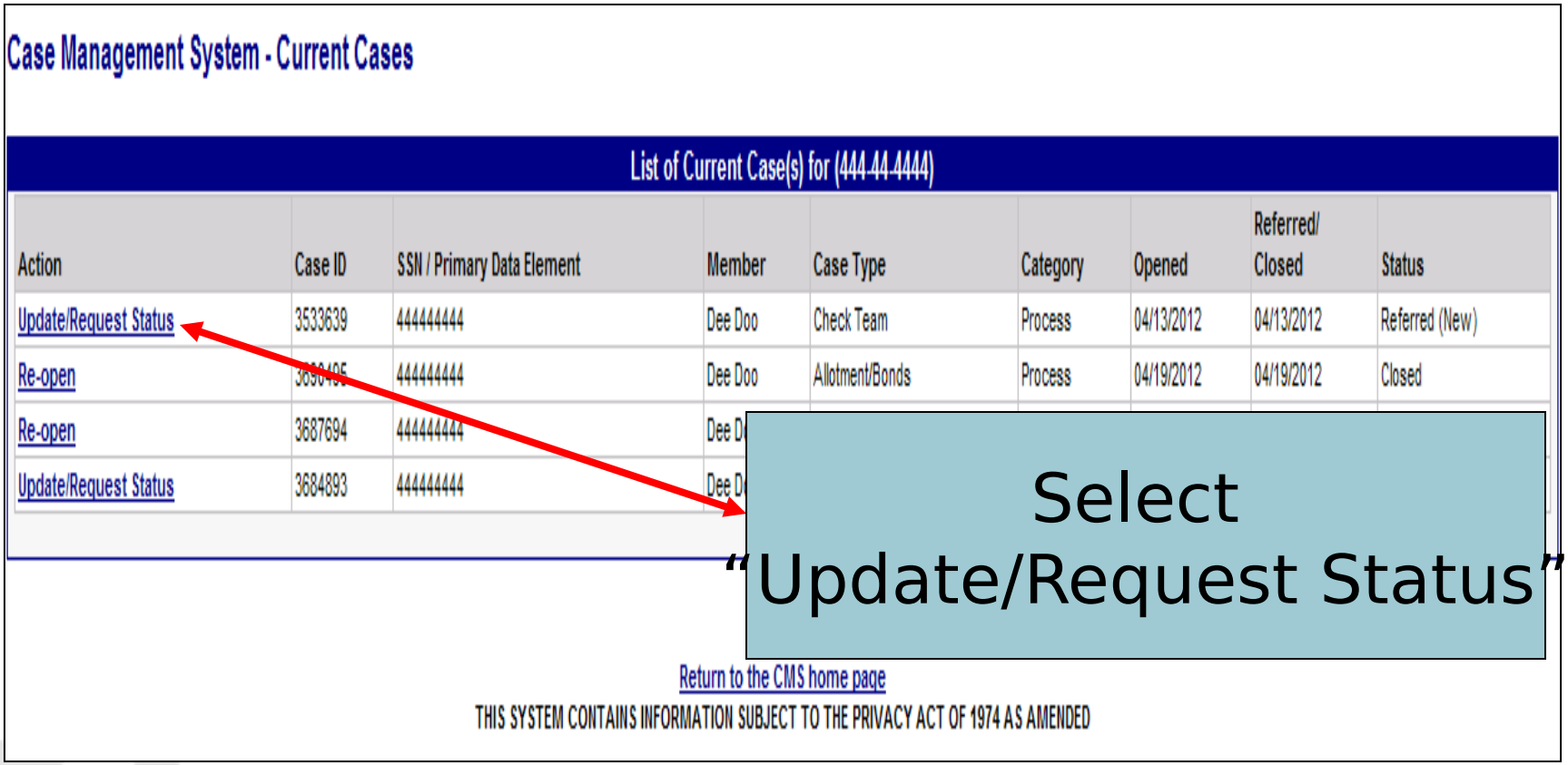
List of Current Case(s) for (444-44-4444)

Action	Case ID	SSN / Primary Data Element	Member	Case Type	Category	Opened	Referred/ Closed	Status
Update/Request Status	3533639	444444444	Dee Doo	Check Team	Process	04/13/2012	04/13/2012	Referred (New)
Re-open	3690495	444444444	Dee Doo	Allotment/Bonds	Process	04/19/2012	04/19/2012	Closed
Re-open	3687694	444444444	Dee Doo	Demolition Duty Pay	Process	04/19/2012	04/19/2012	Closed
Update/Request Status	3684893	444444444	Dee Doo	TSP	Process	04/18/2012	04/18/2012	Referred (New)

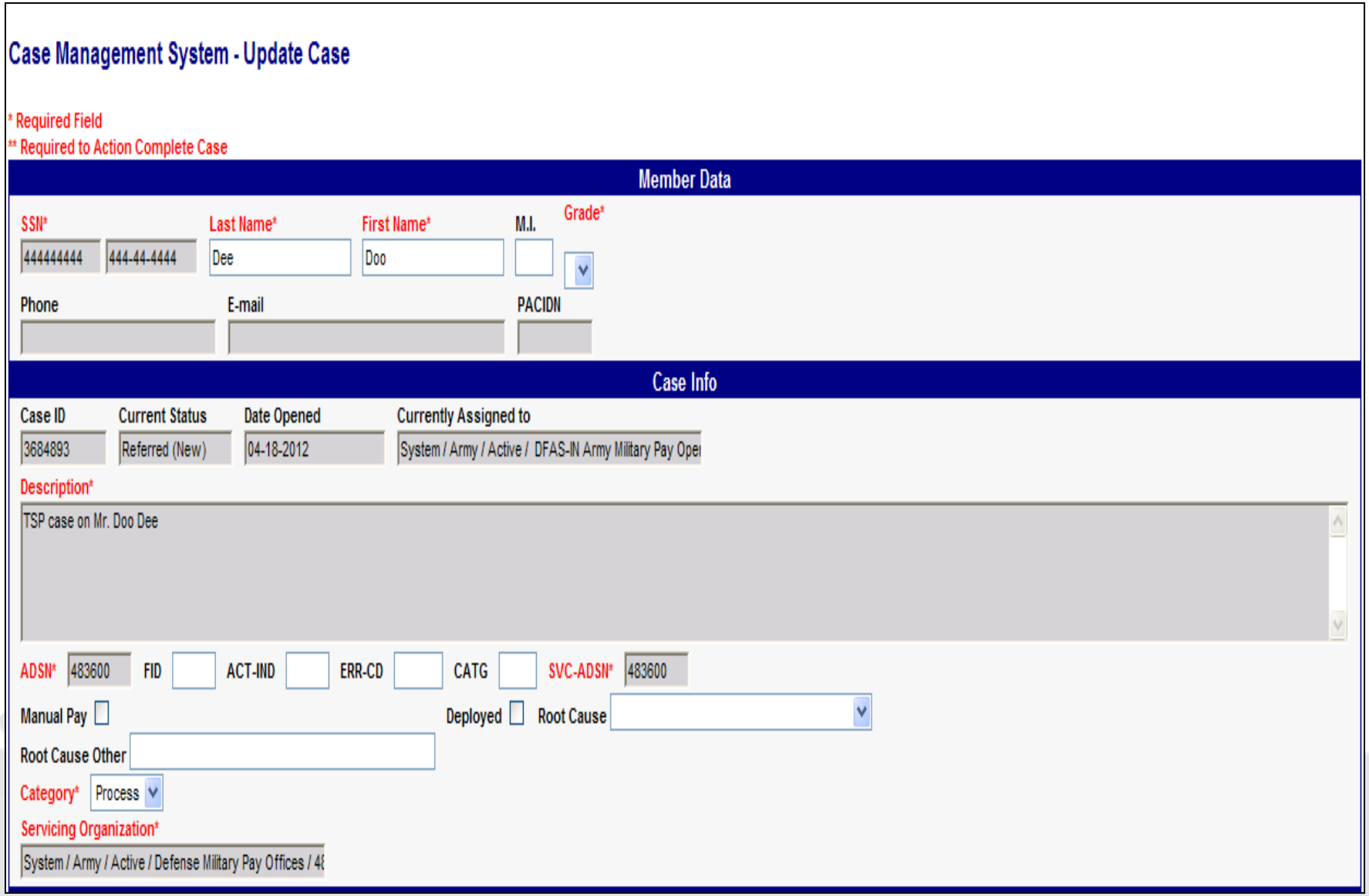
Return to the CMS home page

THIS SYSTEM CONTAINS INFORMATION SUBJECT TO THE PRIVACY ACT OF 1974 AS AMENDED

List of Current Cases



Select the Case Shown



Case Management System - Update Case

* Required Field
** Required to Action Complete Case

Member Data

SSN* 444444444 444-44-4444 | Last Name* Dee | First Name* Doo | M.I. | Grade*

Phone | E-mail | PACIDN

Case Info

Case ID 3684893 | Current Status Referred (New) | Date Opened 04-18-2012 | Currently Assigned to System / Army / Active / DFAS-IN Army Military Pay Oper

Description*

TSP case on Mr. Doo Dee

ADSN* 483600 FID ACT-IND ERR-CD CATG SVC-ADSN* 483600

Manual Pay Deployed Root Cause

Root Cause Other

Category* Process

Servicing Organization*

System / Army / Active / Defense Military Pay Offices / 48

Request/Update Status

4836 DMPO Ft. Irwin (Input Point)

Organization	Name	Grade
System / Army / Active / Defense Military Pay Offices / 48	cletus, mr	

Phone	E-Mail
no	no

Action/Comments

Please process this case on Mr. Doo Dee.

Action Taken	Referred to Organization	Date
Referred (New)	System / Army / Active / DFAS-IN Army Military Pay Oper	04-18-2012

Files attached during this action:

Filename	Size
EventSponsorMajor_piq8.JPG	5,579 bytes

Input Point

Organization	Name	Grade
System / Army / Active / DFAS-IN Army Military Pay Oper	cletus, mr	

Phone	E-Mail
no	no

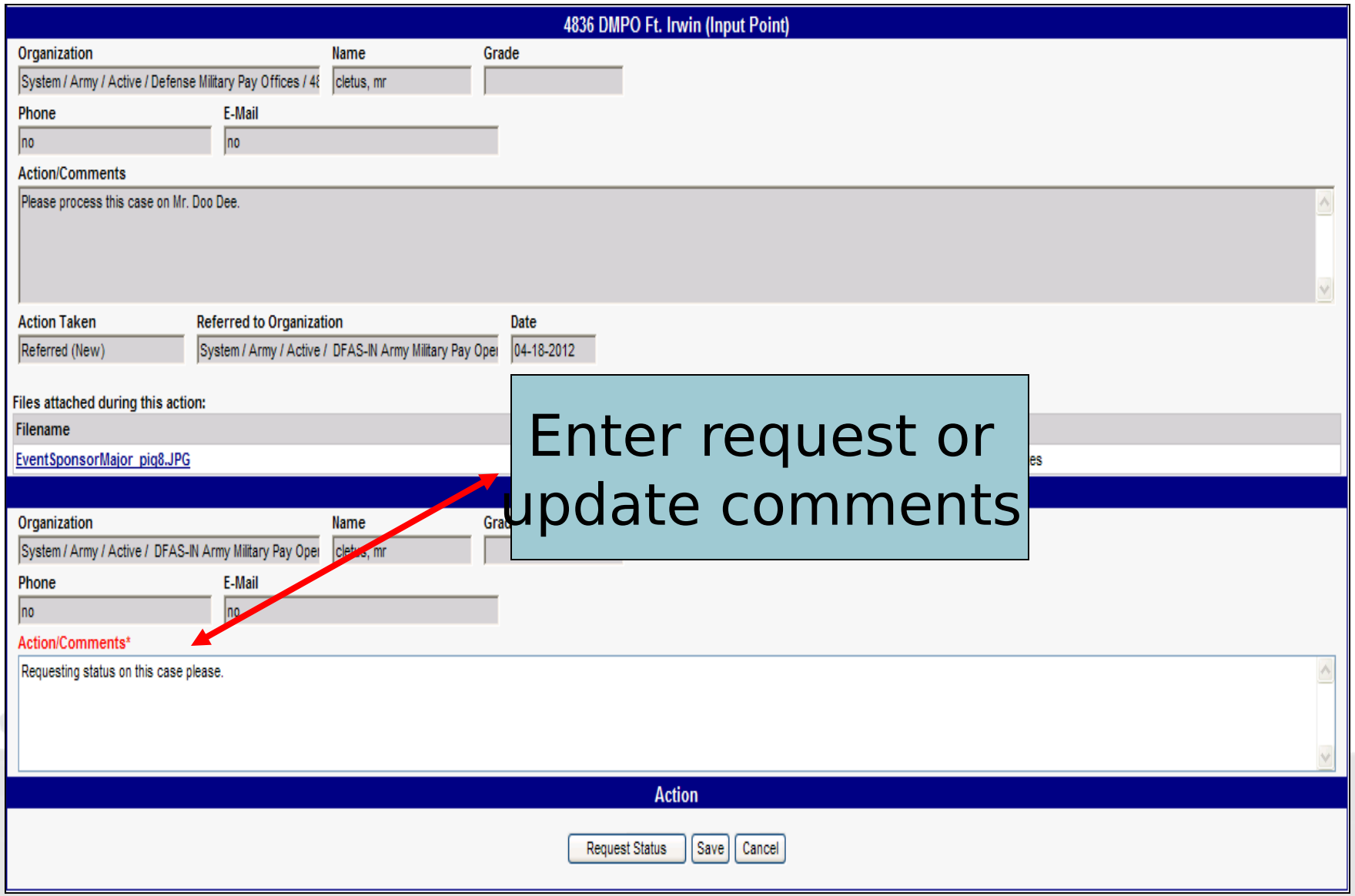
Action/Comments*

Requesting status on this case please.

Action

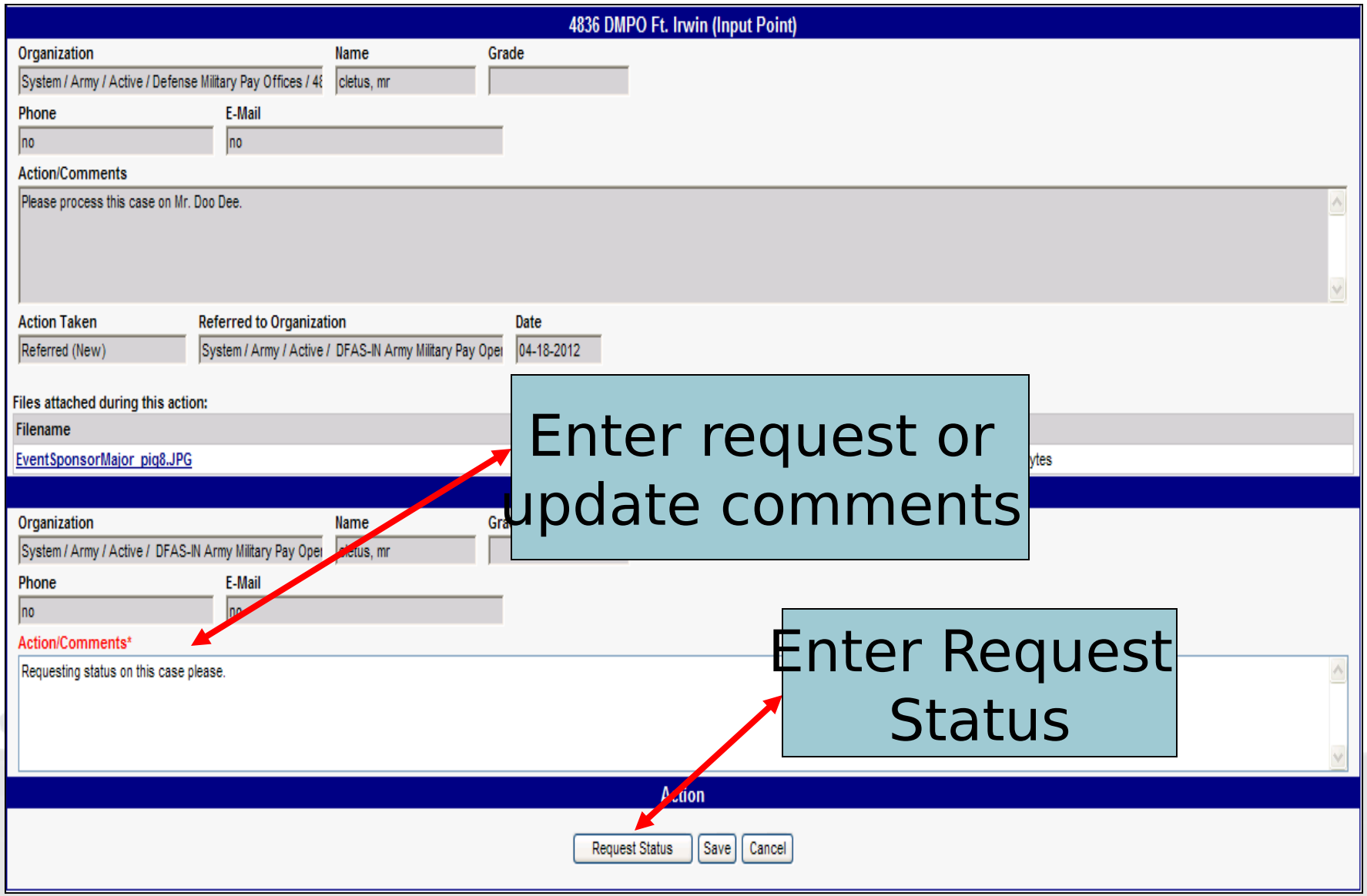
Request Status | Save | Cancel

Request/Update Status

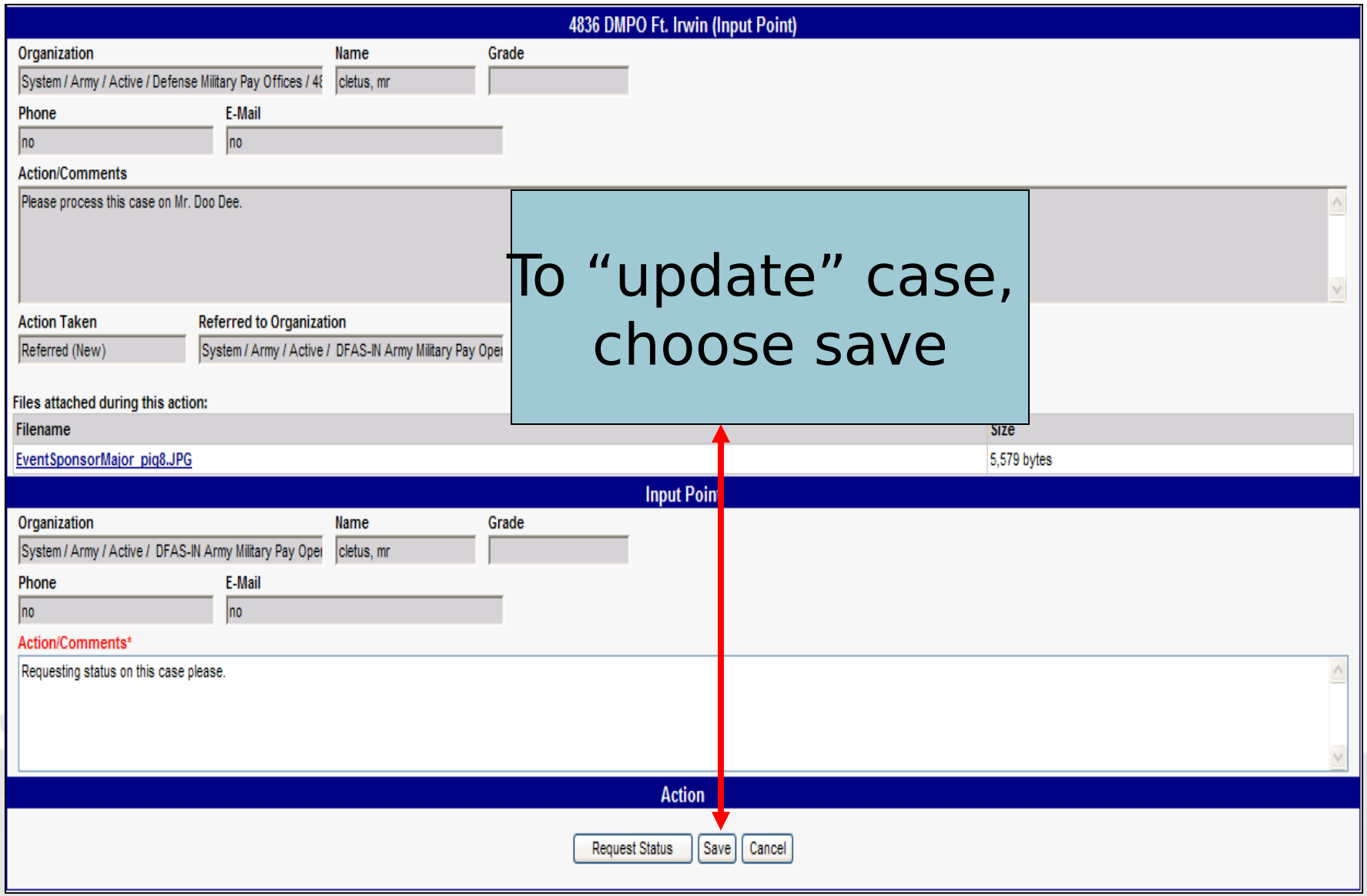


Enter request or update comments

Request Status of a Case



Enter request or update comments

Enter Request Status

Request/Update Status